

W-03443A-08-0313



0000091547

ORIGINAL

# ARIZONA CORPORATION COMMISS

## UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Complaint No.** 2008 73640

**Date:** 12/3/2008

**Complaint Description:** 08A Rate Case Items - Opposed  
05E Quality of Service - Outage/Interruptions

**First:**

**Last:**

**Complaint By:** Marti

Klein

**Account Name:** Marti Klein

**Home:**

**Street:** n/a

**Work:** (000) 000-0000

**City:** Chino Valley

**CBR:**

**State:** AZ **Zip:** 00000

**is:** E-Mail

**Utility Company:** Appaloosa Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:** (

**Nature of Complaint:**

\*\*\*\*\*REFERRED FROM COMMISSIONER MAYES' OFFICE\*\*\*\*\*

From: Jim Klein [ ]  
Sent: Sunday, November 30, 2008 2:32 PM  
To: Mayes-WebEmail  
Cc: Mark Holmes  
Subject: Appaloosa Water Company

Commissioner Mayes,

I'm writing to complain about Appaloosa Water Company. Our two entire subdivisions, approx. 240 homes were without water again Friday night for several hours. This is the third instance in about 6 months that our water has been shut down since Appaloosa Water Company bored across a nearby road and connected a new unauthorized line to our water supply. These shutoffs have all occurred on weekends with no prior notification. I appreciate your consideration in this matter to not only help improve their reliability but in granting them any future rate increase.

Sincerely,

Marti Klein, homeowner

\*End of Complaint\*

**Utilities' Response:**

RECEIVED  
2008 DEC -5 11:23  
AZ CORP COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission

**DOCKETED**

DEC -5 2008

DOCKETED BY

*[Signature]*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Did you get the outage form that I e-mailed to Joe?

When will I get the outage report from Appaloosa Water Company?

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12/4/08 response received, I contacted Mr. Klein and gave him the information. I also informed him that an electrical outage occurred on Thanksgiving day and that the storms in the area had caused that outage. He wanted to know if there was going to be a hearing in the Chino Valley area. I researched the e-docket and no hearing date has been scheduled and I let him know that would be scheduled by the hearing division. He said he will continue to send any outage information to Commissioner Mayes' office. He appreciated the information and that the ACC has been very responsive to his concerns. Closed

filed in docket no. W-03443A-08-0313

\*End of Comments\*

**Date Completed: 12/4/2008**

**Complaint No. 2008 - 73640**

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**Un-Substantiated**

**Notes:**